

for being more vigorous, dedicated and absorbed by their work: vigour, dedication and absorption. The sample of Portuguese nurses experience higher stress levels although the difference with Spanish nurses isn't statistically significant. There are statistically significant differences between Portugal and Spain in "Lack of help from colleagues" and also in the psychological domain in general.

**Conclusions:** The Spanish nurses feel more vigorous, dedicated and absorbed by their work. The Portuguese nurses perceive more psychological stress and mention having less help from colleagues.

**Keywords:** Nurses. Engagement. Work stress.

### OCCUPATIONAL HEALTH OF HEALTHCARE PROVIDERS: AN ORGANIZATIONAL CLIMATE STUDY IN RESIDENTIAL STRUCTURES FOR THE ELDERLY

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**Introduction:** Life expectancy increase is one of the greatest human achievements, however, proves to be simultaneously a huge challenge, leading to the growth of official regulated social responses such as Residential Structures for the Elderly (RSE's). Regarding RSE's, there is scarce research on healthcare providers organizational climate (OC) perception.

**Objectives:** This study aims to analyze the OC in five RSE's, including dimensions of occupational health of healthcare providers.

**Methods:** 108 workers participated in the study, mostly women (73%), with an average age of 39.76 ( $\pm$  10.57), married (60%) and with permanent employment contract (88%). The instrument that was built specifically for this study (based on previous validated instruments on OC) revealed  $\alpha$  = .90 and included 50 items organized in ten dimensions: respect for others; satisfaction and recognition; teamwork; leadership; communication; physical environment; ethics and professionalism; decision making; pressure of the musculoskeletal system and stress.

**Results:** Results showed that although in general the OC perception could be considered moderately satisfactory, healthcare providers reported high levels of dissatisfaction about pressure on the musculoskeletal system and with reward system. Some socio-demographic (age, education and gender) and professional variables (employment contract and longevity in the RSE), were significant in OC ( $p \leq 0.05$ ), particularly in stress levels, that nonetheless proved to be low.

**Conclusions:** Strategies to organizational intervention in the five RSE's emerged from these results, were then presented to the board of direction and some were implemented with success. RSE's in Portugal should include OC in their annual plan, especially concerning occupational health practices.

**Keywords:** Health providers. Elderly. Organizational climate.

### PORTUGUESE NURSES PERSPECTIVE ABOUT JOB SATISFACTION AND PROVIDING ASSISTANCE

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**Introduction:** Job satisfaction is an issue of interest in several studies, performed in different health work contexts, from primary care

to the medium and high complexity hospital services. The possible influence of the job satisfaction in patient assistance also has been evaluated. So, it is important to observe the influence of the job satisfaction in providing assistance and possibilities of action, especially in the oncology field.

**Objectives:** This study aimed to identify job satisfaction influence in providing assistance and the resources that could promote them in the context of Portuguese nurses in oncology.

**Methods:** Qualitative study with nine nurses of an oncology service hospital of Portugal. A questionnaire was utilized and the responses of the professionals were transcribed and analyzed in the Bardin's approach. The formal authorization was obtained from the hospital for the performance of this study.

**Results:** For most nurses the job satisfaction influence the assistance because if they are satisfied, the work performance and the providing care are benefited. The nurses reported the importance of resources related to communication and team dialogue, computer program, site preparation of chemotherapy, work conditions and patient flow in the assistance network. Also, the time for reflection and self-analysis, relaxation techniques, among others were cited in the resources.

**Conclusions:** The study found that for most participants the assistance is influenced by job satisfaction, and identified measures that can favour them.

**Keywords:** Job. Satisfaction. Nurses. Oncology Nursing.

### JOB SATISFACTION IN CIVIL SERVICE WORKERS: A GENDER ISSUE?

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**Introduction:** Job satisfaction has been widely studied to be understood as an important component of productivity and stay in work, for absenteeism reduction in organizations. It can be understood as an emotional state of pleasure that results from the relationship between the individual with his work. Among the determinants of job satisfaction, gender appears as one of the pre-established determinants (Sloanne; Williams, 2000). The job satisfaction is a variable that influences the success of organizations and takes particular interest in occupational health services, so their assessment goes beyond the research interests and has applicability practice.

**Objectives:** To evaluate the relationship between job satisfaction and gender issues of civil service workers.

**Methods:** Quantitative, descriptive and exploratory study, with data collection conducted through structured questionnaire with job satisfaction scale (S20/23). The population are employees of a municipality of Portugal. The sample consisted of 604 participants 1,343 workers, with a sampling error of 4% and 99% confidence interval, represented 45.86% of the total.

**Results:** Considering the satisfaction components: satisfaction with hierarchical relations; Satisfaction with the physical work environment and the conditions intrinsic to the work, it was found that the distribution of the overall job satisfaction, satisfaction with the physical working environment, with hierarchical and satisfaction relations with the intrinsic conditions to work is same for men and women.

**Conclusions:** Although there are differences between the average in overall satisfaction between men and women, the difference is not significant, which allows to affirm that gender does not influence job satisfaction.

**Keywords:** Job satisfaction. Gender and health.